



# AIA MyCare – FAQs

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## What is AIA MyCare?

AIA MyCare in partnership with Teladoc Health is a virtual care service that provides you and your immediate family with the appropriate expert care when you need it the most. MyCare is available if you or your eligible family members are unsure about a diagnosis or need assistance in selecting treatment, are dealing with an existing condition, require mental health support, or have general medical questions.

## Who is Teladoc Health?

Teladoc Health is a multinational telemedicine and virtual healthcare company that was founded on one simple, yet revolutionary idea: that everyone should have access to the best healthcare, anywhere in the world on their terms. Teladoc's mission is to empower all people, everywhere, to live their healthiest lives. Teladoc Health (previously known as Best Doctors) has been operating in New Zealand since 2010.

## What does Teladoc Health provide?

Teladoc Health is a global service that gives absolute confidence, clarity and certainty when facing a medical condition by remotely connecting members with leading local and global medical specialists to provide diagnosis and treatment plans.

Through AIA New Zealand, all group schemes have access to AIA MyCare in partnership with Teladoc Health. Access to MyCare extends to all employees and their family members, which connects them with a network of leading specialists from New Zealand and around the world. As well as access to GPs for general advice and guidance, MyCare offers members an expert medical opinion on mental and physical conditions when they need it most, helping them have confidence in their diagnosis and treatment plan.

Members don't need to be on claim to access the MyCare service. They can use it at anytime, anywhere, and as often as they need for no extra cost, and its completely confidential.

If a member or their family faces a mental or physical condition (from minor to major) they can connect with specialist doctors to:

- conduct an in-depth medical review
- confirm a diagnosis
- help decide treatment options
- check information they've been given by their doctor
- receive quick answers to basic health questions

## What services does AIA MyCare provide?

Regardless of the condition you are dealing with and where you are at on your health journey, AIA MyCare can help. All services provided by Teladoc Health are designed to support your treating physician, not replace them. Whether you are experiencing symptoms or have had a diagnosis and treatment plan and want some reassurance you are on the right path, AIA MyCare can help. Services available are as follows:

- **Ask a GP**– you can submit basic medical questions online via AIA MyCare and a NZ based Teladoc Health GP will provide an answer in writing within 24 hours. You do not need to have seen your GP in person to ask a question. Answers will provide general advice and guidance and the Teladoc Health GP's do not refer or prescribe.
- **Expert Medical Opinion** – this involves an in-depth review of your diagnosis and/or treatment plan by a leading expert. The expert provides a comprehensive report, either confirming what you have been told or providing a change or additional recommendations. It provides you with a second opinion, at no cost, from a leading expert



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in your specific condition. On average you should receive your Expert Medical Report within around 15 days after all the relevant medical information and reports are received by Teladoc Health. Whilst Teladoc Health tries to acquire medical records as quickly as possible, this is sometimes out of their control therefore timeframes can vary.

- **Ask a Mental Health Clinician** – you can submit general mental health questions confidentially online via AIA MyCare and a mental health specialist will provide an answer in writing within 24 hours. Answers will provide general mental health advice, guidance and treatment options. If you require further support, they may recommend use of Mental Health Navigator for an in-depth review of your case.
- **Mental Health Navigator** – improves mental health outcomes by putting together a team of mental health experts tailored to the patient's condition. Assessment is completed via separate video consultations with a mental health nurse, an expert psychiatrist and/or psychologist, who review and often modify the diagnosis and treatment plans generally made by GP's, leading patients down the right path to improved mental health and function. Mental Health Navigator provides:
  - An expert clinical review of the mental health diagnosis and treatment plan
  - Quick virtual access to a network of multidisciplinary NZ registered and licensed expert clinicians without a face-to-face visit
  - A direct and consistent contact to guide and support you throughout the entire process
  - Support to help you get back to a normal lifestyle and return to work where possible

It is important to note that members do not need a referral from their GP to access Mental Health Navigator. They self-refer and then, with their consent, the information is collected from all of the clinicians involved (if any) in the member's treatment team. Mental Health Navigator is only available to those members aged 18 and over and residing in New Zealand.

- **Wellbeing** – Helping you maintain fitness and wellbeing when you're healthy is just as important as helping you recover from illness or injury. Discuss your nutrition, fitness or recovery goals with an Accredited Practising Dietitian or Exercise Physiologist and receive a bespoke action plan to reach your goals.
  - A **Nutrition Consultation** will be highly beneficial to anyone wanting to make healthy food choices relevant to their lifestyle, food preferences, health and weight goals, and any nutrition-related health conditions they may have, such as diabetes, heart disease, gastrointestinal diseases, and food allergies and intolerances.
  - Whether you're looking to improve your overall health and fitness or are recovering from an injury, a Fitness & Recovery Consultation can provide the correct guidance.

## How do I access AIA MyCare?

Access to AIA MyCare is via either the member portal, [www.aiamycare-teladoc.com](http://www.aiamycare-teladoc.com), or members can call 0800 425 005, Monday to Friday, 10.30am to 7pm. Simply call Teladoc Health and they will do the rest, including collecting medical records if required and providing expert guidance at every step.

## Who in my family has access?

Your immediate family have access, which includes your partner (spouse, civil, or de facto), children (any age), and parents (incl. in laws). The only restriction on services is Mental Health Navigator and Wellbeing services being available only for those family members aged 18 years and over and residing in New Zealand.

## Are there any costs associated with any of these services?

As a member, there is no charge to you or your family for using any of the AIA MyCare services.



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## **Will my local doctor(s) be familiar with Teladoc Health?**

Your local doctor may or may not be familiar with the service. If Teladoc Health needs to approach your doctor to request your medical records, they will fully explain the service.

## **Who are the Teladoc Health specialists?**

Teladoc Health has access to local and global experts and they will be assigned based on the service being provided. For mental health services, the experts are New Zealand registered and licensed psychiatrists and psychologists, who are predominantly based in New Zealand, however some of the Australian panel have also been registered and licensed for New Zealand to ensure assistance is provided in a timely manner

For an Expert Medical Opinion, an expert is assigned by Teladoc Health through their selection process and requires unanimous approval of all reviewing medical directors. The criteria for approval include the following:

- Specialty/skill set meeting a specific clinical need and/or meeting a specific member need
- Affiliated with centre of excellence
- Presently clinically practicing at medical centre
- Publishing within their field of specialty within the last 5 years
- Viewed by the medical directors as being of Expert quality without any reservation
- Pioneer in their field
- Active medical licence
- Screened for sanctions and quality

## **Which medical conditions does AIA MyCare assist with?**

AIA MyCare can assist with any condition you may be experiencing and has a service that can help regardless of the stage you are at. You do not have to be seriously ill to use the service. Conditions can range from those causing discomfort, such as skin conditions, allergies, knee injuries etc, right through to serious medical situations such as cancer, stroke and heart problems. Mental health conditions are also included and again, you can be at any stage with a mental health concern, and assistance is provided through Mental Health Navigator.

AIA MyCare cannot be used for acute care (emergency situations) and dental health conditions.

## **Do I need to make an insurance claim to use this service?**

No. AIA MyCare services are separate to claims and you can use any of the service regardless of whether a claim has been submitted or not.

## **What reassurance does Teladoc Health provide regarding privacy?**

Teladoc Health will not share the details of your report or the nature of your enquiry with any other party without your consent. Teladoc Health does share with AIA New Zealand the number of members that have used a particular service in order to show usage rates.

## **Are there any restrictions on the number of times I can use this service?**

No. Access to any AIA MyCare services is unlimited once you are a member so you can use it as many times as you and your family need to. Teladoc Health wants to ensure all your questions are answered so even if you think of a few questions after your report has been sent to you, please give them a call on 0800 425 005.



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### **Isn't asking for additional advice from Teladoc Health insulting to my doctor?**

No, not in our experience. In fact, in the over 30 years that Teladoc Health has been operating globally the opposite has been found to be true. When patients choose to share the information received from Teladoc Health with their treating doctors they have been delighted with the results. Many doctors already consult informally with other doctors on challenging cases. Treating doctors welcome the additional information that this service provides as their patient's care is their number one priority.

### **Is my treating doctor still involved?**

Teladoc Health does not replace your treating doctor. All services provided by Teladoc Health have been designed to support your treating doctor, not replace them. The information a member receives is to help them and to work with their treating doctor to better understand the diagnosis and treatment options and make informed decisions.

### **What happens if I leave my employer?**

Unfortunately, you will lose access to AIA MyCare. However, if you have initiated a case and then leave, the case will still be progressed to completion.

### **Can AIA MyCare be accessed from outside of New Zealand?**

Yes, some services can be accessed from overseas apart from Mental Health Navigator and Wellbeing services. If you are outside of New Zealand at any stage or have immediate family that are eligible and live overseas, access can still be made. A case can be initiated via [www.aiamycare-teladoc.com](http://www.aiamycare-teladoc.com) and you can include a contact number so Teladoc Health can call you direct if needed so no charges are incurred.

***Teladoc Health is part of Teladoc Health (NYSE:TDOC) is one of the world's leading providers of virtual care solutions, allowing patients to access leading health care solutions from the comfort of their home. Teladoc Health empowers people all over the world to live their healthiest lives by transforming the healthcare experience. As the world leader in whole-person virtual care, Teladoc Health uses proprietary health signals and personalised interactions to drive better health outcomes across the full continuum of care. Teladoc Health leverages more than a decade of expertise and data-driven insights to meet the growing virtual care needs of consumers and healthcare professionals. For more information, please visit [www.teladochealth.com](http://www.teladochealth.com).***